

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Automatic Coax and Cable

Florida Manufacturing Extension Partnership

Automatic Coax And Cable Jump Starts Revenues With Iso Certification□

Client Profile:

Automatic Coax and Cable is a contract manufacturer of wire harnesses, cable assemblies, and electromechanical assemblies, located in Sanford, Florida. A woman-owned facility, the company has been in central Florida since 1988 and has 20 employees. Automatic Coax and Cable's current customer base spans most of the United States and some international companies. While most of its customer base is commercial, the company does manufacture select military products.

Situation:

In 2001, Automatic Coax and Cable (ACC)'s management began to realize that more and more contracts required suppliers to have ISO certification--and much of the competition was already certified. It became apparent that in order to stay in business, ACC would have to become ISO certified. The company knew it could also reap the benefits of improved efficiency inherent in an ISO-approved quality system, and that the certification carries a certain level of prestige. ACC contacted the Florida Manufacturing Extension Partnership (Florida MEP), a NIST MEP network affiliate, in 2001 for assistance in becoming ISO 9001 certified.

Solution:

Florida MEP worked closely with ACC to set up its quality system, produce relevant documentation, and prepare for its initial audit. In December 2001, ACC received its first ISO certification. Florida MEP continued working with ACC in 2002 to upgrade its certification to the 2000 revised rules; the company received its certification at the new level in December 2002.

Results:

Obtained both ISO 9001 and ISO 9002 certifications within two years.
Reduced late shipments from 57 percent to just 2 percent.
Reduced customer returns from 2.8 percent to 0.1 percent.
Decreased defects found at final inspection from 5.26 percent to .08 percent.
Expanding new business and retaining old business thanks to competitive bidding status.
Increased revenues through new business contracts.

Testimonial:

www.mep.nist.gov



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"As part of the ISO certification process, the entire organization worked together [with the Florida Manufacturing Extension Partnership] to develop and maintain our quality system. The result is a system that both shows our commitment to continual improvement and assures that we can deliver the level of quality and services necessary in today's competitive marketplace. Since we started our effort towards compliance we have seen a 55 percent improvement in on-time shipping, defects are down to less than 1 percent, and scrap figures are much easier to keep in control."

Tym Tucker, ISO Management Representative